



# Job Description

Job Title: Customer Support Analyst	Job Code (to be completed by HR):
Grade Level (To be completed by HR):	FLSA Status (To be completed by HR):
Supervisor Title: Assistant Director of Exam Services	Department: Exam Services

## Job Summary

In 3 – 4 sentences, briefly but specifically, summarize the primary purpose of the work performed.

Primary role is managing the testing accommodation process, including candidate communication, review of accommodation requests, working with the testing vendor on scheduling and administration, and follow up on any accommodation issues. Will also work directly with customers regarding displacements and other reported issues during administrations, using various tools to investigate and determine potential customer impacts. Write reports on results of investigations. Exercise confidentiality in maintaining documentation and record-keeping.

## Essential Functions

List up to six **essential functions** of the job, indicating the **most important** first, and the approximate percentage of time spent on each over the course of a year. **Only** list any duties or responsibilities that require 10% or more (equivalent to half of a day per week or 5 weeks per year) of the job's time.

1. Manage testing accommodation process.	40	% of Time
2. Investigate reported exam issues. .	20	% of Time
3. Handle candidate displacements for exam administrations	15	% of Time
4. Respond to candidate letters/emails.	10	% of Time
5. Assist with analyzing and reporting of survey and other exam data.	10	% of Time
6. Draft Exam Services content for the website, including the Candidate Handbook	5	% of Time
May perform other duties and responsibilities as assigned or directed by the supervisor. This may include attendance of and participation in required training for role.		
<b>Total MUST equal 100%. If not, please adjust your entries.</b>	100	<b>Total</b>

### Supervisory Responsibilities

Indicate the type and scope of supervisory responsibilities that most accurately describe this job. **Select only one.**

- Direct Supervisor:** Direct authority to make decisions on the following: employee hiring, disciplinary action, starting salaries and merit increases; conduct employee performance evaluations.
- Assigned Lead:** May recommend the following: employee hiring, disciplinary action, and starting salaries; provide input on employee performance evaluations.
- Does not have any supervisory responsibilities.

### Budget Responsibilities

Select the item(s) below which best describe the job's involvement in the budgetary process. **Select all that apply.**

- No Involvement       Plan/Forecast       Prepare       Approve       Monitor

Does the incumbent have signature authority for purchasing?    Yes    No

If Yes, please provide dollar amount: \$

If job has budgetary responsibility, please provide the budget amount for which incumbent has primary responsibility (include grants, if applicable): \$

### Education

Indicate the **minimum level** of education generally necessary to effectively perform the job's essential functions. If a higher level of education is preferred, please indicate that as well. **Select only one educational level in each column.**

Required	Preferred	Level of Education	Field of Study
<input type="checkbox"/>	<input type="checkbox"/>	Doctoral/advanced degree	
<input type="checkbox"/>	<input type="checkbox"/>	Master's degree	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Bachelor's degree	
<input type="checkbox"/>	<input type="checkbox"/>	Associate's or vocational/technical school degree	
<input type="checkbox"/>	<input type="checkbox"/>	Vocational or technical training	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	High school diploma or GED	

Other professional licensures, certifications, or designations required:

If experience can be substituted for the education above, please describe.

### Work Experience

Indicate the **minimum level** of work-related experience required to effectively perform the job's responsibilities. This is not necessarily the same as the incumbent's experience. **Select only one.**

- Less than 12 months     1 – 3 years     3 – 5 years     5 – 8 years     More than 8 years

### Required Knowledge, Skills, and Abilities:

Describe the type and level of knowledge, skills, and abilities required to perform the essential functions of this job.

Outstanding interpersonal and communication skills.  
 Must be reliable, organized, and able to meet strict deadlines.  
 Ability to manage multiple projects simultaneously.  
 Knowledge of Microsoft Office Suite and standard office equipment.  
 Keen attention to detail.  
 Excellent analytical skills.

### Physical/Environmental Demands

Indicate the typical physical and/or environmental demands required to effectively handle the job responsibilities and their frequency. **Select only one.**

- Office environment/no specific or unusual physical or environmental demands  
 Specific physical requirements or environmental exposures. If checked, complete the Additional Work Environment Questions in the Addendum

### Work Hours and Travel

**Select all that apply.**

- Work hours and location may be flexible under some circumstances  
 Full-time  Part time (*specify number of hours per week*)  
 Evening, holiday, or weekend work required  
 Occasional, *please describe*  
 Regular, *please describe*  
 Periods of high volume/work load, *please describe* Quarterly exam administrations  
 Occasional travel required. *Please describe distance, frequency, trip duration, etc.*  
 Extensive travel required. *Please describe distance, frequency, trip duration, etc.*

**This general outline illustrates the type of work that characterizes the job. It is not an all-encompassing statement of the specific duties, responsibilities, and qualifications.**

### APPROVAL SIGNATURES (*Typed name is acceptable for electronic submission*)

Ashley Ray	_____	_____
Supervisor Name	Supervisor Signature	Date
Christine Sousa	_____	_____
Appropriate Leadership Team Member Name	Appropriate Leadership Team Member Signature	Date